

LEADERSHIP & MANAGEMENT

QNET presents:

Delivering Effective Feedback

Thursday, March 17, 2016 – 8:15 a.m. to 4:15 p.m.

Location: QNET – Suite 660, 175 Hargrave Street, Winnipeg

For many, delivering effective feedback is the most challenging aspect of managing people. These difficult conversations can be high stakes given the potential impact on your relationship with the employee, the person's performance and the dynamic and output of the team.

Managers or Leaders often struggle to have difficult conversations with employees who have attendance issues, have behaviours that negatively impact the team, or are not meeting performance expectations.

This practical, highly interactive course will explore ways to provide feedback that supports a positive, performance driven environment where these conversations are expected and received well.

Learning Objectives

At the end of this training participants will be able to:

- Initiate 4 different feedback conversations that result in behavior change while maintaining the relationship with the employee;
- Understand and empathize with struggling employees and still hold them to workplace expectations;
- Utilize a toolkit of options when having difficult conversations and be prepared to respond to a variety of defensive reactions (i.e. anger, silence, crying);
- Be confident in knowing when and where to have difficult conversations and how to explore the cause; and
- Know how to adjust conversations when speaking to the direct, blunt employee as well as the indirect sensitive employee (adding art to the science).

Facilitator: Janet P. Schmidt M.Ed., mediates, coaches and trains leaders in the workplace. Janet has developed over 20 days of training specifically for the workplace, has taught at several Universities in Canada and worked internationally on a long-term assignment and on a consulting basis. Her passion is to equip leaders to effectively address the inevitable challenging personnel situations they face in the workplace.

This workshop is:

- An optional course in the 70 credit hour QNET Certificate in Management Development (CMD).
- Eligible for credit in the CAM:OE (Certificate in Applied Management: Organizational Effectiveness) in partnership with the University of Manitoba, Continuing Education.
- Approved for 7 CHRP Continued Professional Development Hours by the HRMAM.
- Presented by QNET in partnership with HRMAM, APICS Winnipeg Chapter and Industry Services, Jobs and the Economy, Province of Manitoba.

Fee: (includes a light lunch)

- \$349.00 + GST for Members of QNET / HRMAM / APICS
- \$419.00 + GST for Non-Members

REGISTER ONLINE at www.qnet.ca



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